

A Guide for Local Health Departments: Cultural Competency in Preparation, Response, and Recovery Pandemic H1N1 Influenza

Vulnerability of Minority Groups

- Racial and ethnic minorities are more vulnerable to an influenza pandemic due to:
 - Pre-existing health and social disparities
 - Migration history
 - Living conditions
- Need information to overcome:
 - Limited resources
 - Inaccessibility to healthcare services
 - Limited English proficiency and language barriers
 - Cross-cultural misunderstanding
 - Inexperience applying recommended guidelines
- Local health departments need to help their communities by preparing and then providing:
 - Culturally Competent Care
 - Language Access Services
 - Organizational Supports

Culturally Competent Care

- Refers to relationship of responders and disaster survivors (specifically during a pandemic).
- Delivery of culturally competent care to survivors by individual or collective responders.
- Appropriateness of care to one's culture.

Language Access Services

- Facilitating communication during all phases of an influenza pandemic.
- Educating community members prior to an event.
- Assisting responders during an event to ensure appropriate language access services are available.

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PREPARE
PRACTICE**



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Organizational Supports

- Focus on policies and procedures to help responders provide effective services to the community.

Helping minority populations during an influenza pandemic, such as the current pandemic H1N1 influenza virus, takes a community effort. Enlist the help and support of community partners such as:

- Faith-based organizations
- Community-based organizations
- Civic organizations
- Volunteer organizations
- Business groups and local companies
- Hospital and healthcare organizations
- Other government agencies

Messaging to Minority Populations

- Take means to overcome language barriers.
- Explain recommendations and guidelines in appropriate, culture-specific wording.
- Use culturally and ethnically appropriate messages.
- Develop a community database of those who work with and can assist minority populations.

For more resources and information about minority populations and preparedness, please see the following:

- <http://www.omhrc.gov/templates/browse.aspx?lvl=2&lvlID=15>
- <http://www.diversitypreparedness.org/>
- <http://www.omhrc.gov/>
- <https://www.thinkculturalhealth.org/>
- <http://dx.confex.com/dx/8/webprogram/Paper1375.html>
- http://nccphp.sph.unc.edu/training/HEP_CULTC/certificate.php
- http://publichealth.yale.edu/ycphp/diverseconference/presentations/Schwendinger_Federal%20Resources%20for%20Community%20Preparedness.pdf
- <http://www.nj-ptc.org/training/online/videos/09MCG55B.htm>



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